

Transportation Legislation Review Committee Update

September 20, 2022

Mark Ferrandino, Executive Director

Electra Bustle, DMV Senior Director

Rosalie Johnson, DMV Deputy Senior Director

Agenda

- [DMV Overview](#)
- [Accomplishments](#)
- [Legislation Update](#)
- [DRIVES Update](#)
- [The Road Ahead](#)
- [Q & A](#)



DMV Overview

Driven to serve!

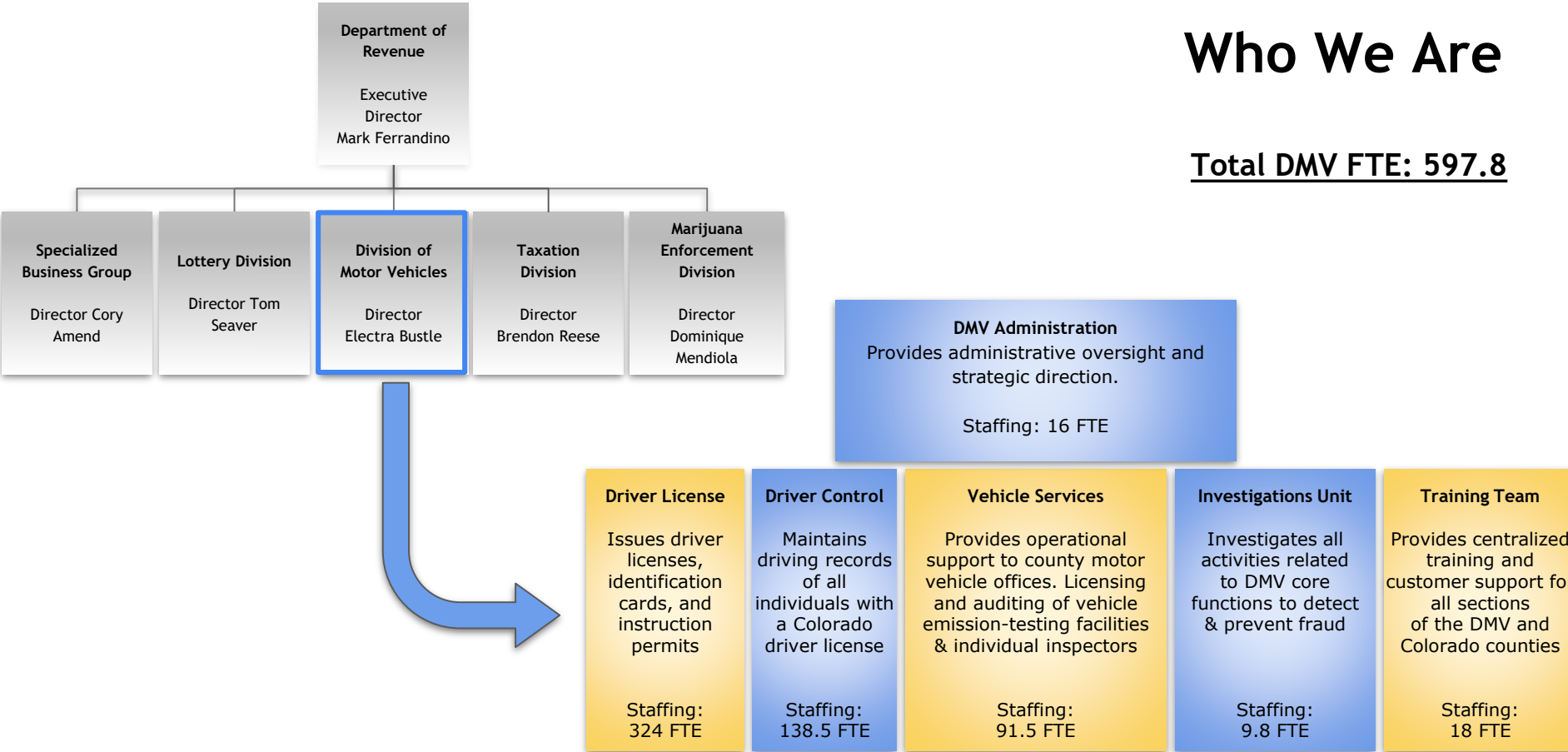
A collage of images related to the Colorado DMV. It includes a person in a spacesuit on the moon, a DMV sign that says "DMV anywhere. Yes, anywhere. Go online and save time.", a "DRIVER HANDBOOK Practice quiz" graphic, a person at a DMV service counter, a computer screen showing the Colorado DMV website, a yellow "MV Express" kiosk, and a smiling man holding a driver's license and a yellow "DRIVER HANDBOOK".

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Who We Are

Total DMV FTE: 597.8



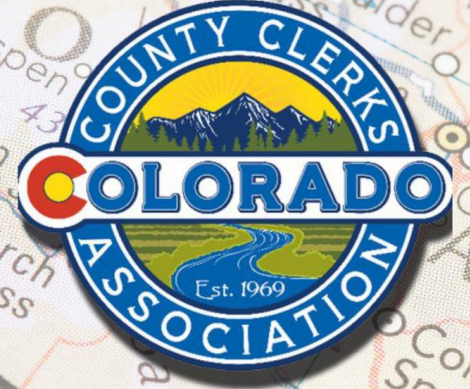
What We Believe:

We are a **value-driven, proactive, strategic-thinking** Division where the services we provide to our fellow Coloradans are intuitive and seamless.

- Living our core values of Service, Teamwork, Accountability, Integrity and Respect
- Being One DMV
- Leveraging technology
- Finding innovative ways to serve all customers
- Strengthening public safety education
- Enhancing and strengthening our relationships with our partners and stakeholders
- Focusing on making our employee's work environment the best it can be
- Marketing our critical services
- Continuously driving excellence and improvement
- Measuring what matters

County Partnership

- **64 County Clerks are authorized agents of DOR**
 - Provide Titling and Registration Services in 105 offices
 - Provide DL services in 13 counties and 17 offices
 - 4.3 million county transactions last year
- **We collaborate extensively to implement legislation**
 - DRIVES County Governance Committee
 - Colorado County Clerks Association
 - Motor Vehicle Technical Committee
 - DMV County Trainers



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DMV By the Numbers - FY22

1.5M 
CREDENTIALS
ISSUED
5.2M CREDENTIALS IN FORCE

36 
STATE DRIVER LICENSE OFFICES



6,221


DAILY APPOINTMENTS

1.1
MILLION
APPOINTMENTS
IN FY22

230,640
DRIVER
LICENSE
SANCTIONS
ISSUED

6,300,000

VEHICLE REGISTRATIONS
IN FORCE



104,582

CRASH REPORTS
PROCESSED

1 MILLION

CALLS ANSWERED BY
DMV CALL CENTERS

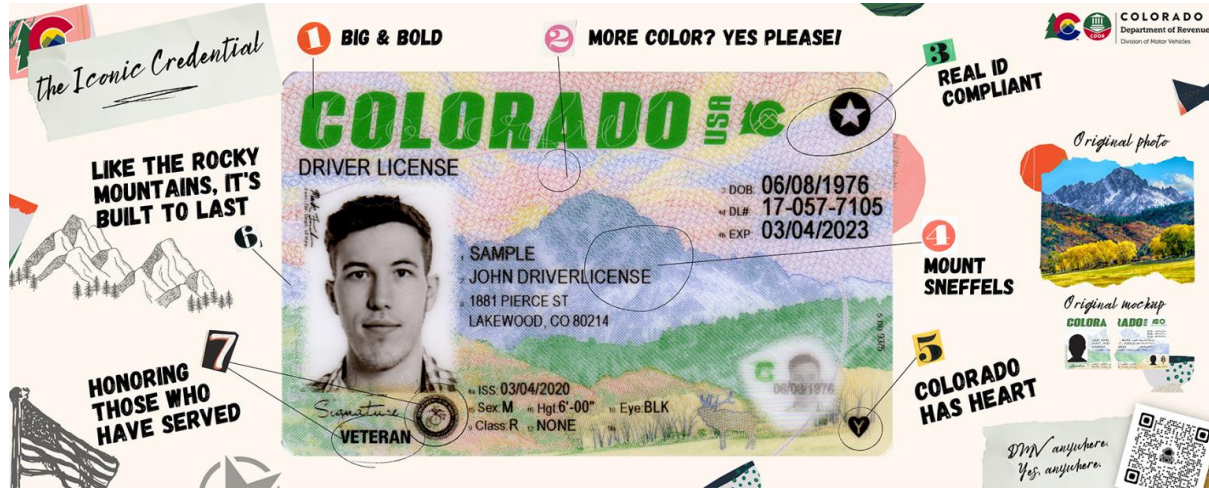


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2021-2022 Accomplishments

Driven to succeed!

Iconic Colorado Credential Contest



Iconic Colorado Credential

- 407 submissions
- 119 entrants
- 55,760 Coloradans voted
- Debuted in February, 2022
- Front image - Mount Sneffels
- Back image - Sprague Lake

2021-2022 Accomplishments

Improving the Customer Experience

- **DMV call center upgrade: Amazon Connect Call Center software and chatbot**
 - FY21 End Wait Time: 00:09:07
 - FY22 End Wait Time: 00:08:04
- **Average customer experience time in DLOs: <30 minutes**
- **Boosted customer satisfaction ratings in DLOs by 33%**
- **Leveraging Appointment System**



2021-2022 Accomplishments

State and National Recognition

- 2022 AAMVA PACE Awards
- 2021 Tom Clements Award



2021 Tom Clements Award



2022 American Association of Motor Vehicle Administrators PACE Awards

2021-2022 Accomplishments

Enhancing Access

- DMV2GO Mobile Units
- @Home Testing for Permit Tests

Leveraging Technology

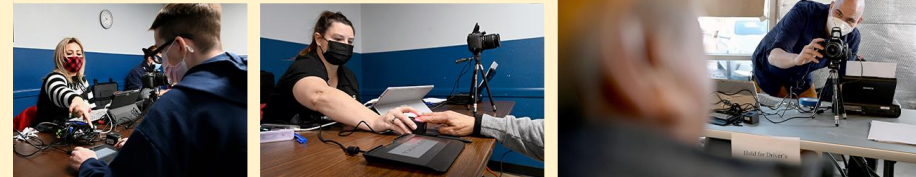
- CDL Drone Program



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DMV2GO

- Two SUVs debuted in November 2021
- One RV debuted in August 2022
- By the numbers:
 - Participated in 183 events
 - Issued over 3,000 credentials
 - Driven over 35,000 miles
 - Provided service in 25 counties
 - 39 Partners: Rural Counties, Corrections facilities, Shelters, Resource Centers, County Family Centers
- **Emergency and Call to Action**
 - Boulder Office Flood
 - Afghan/Ukrainian Refugees
 - Marshall Fire
 - Pueblo DMV Office Car Crash
- Find out more: DMV.Colorado.gov/DMV2GO



PockeTalk

- **Breaks down language barriers**
- **Employee-generated solution**
- **Device translates 82 languages in two-way conversation**
 - Able to read written text in many languages
- **July 2022 DMV Rollout**
 - 78 devices distributed across 35 Driver License Offices



Support for
Underserved and
Underrepresented
Communities

@Home Driving Knowledge Testing

Adds convenience for Coloradans by offering them another online service that doesn't require a visit to a State Driver License Office

- Available 24/7/365
- 58% test after business hours
- Questions available in English and Spanish
- 2,475 tests taken since the July 12, 2022 rollout



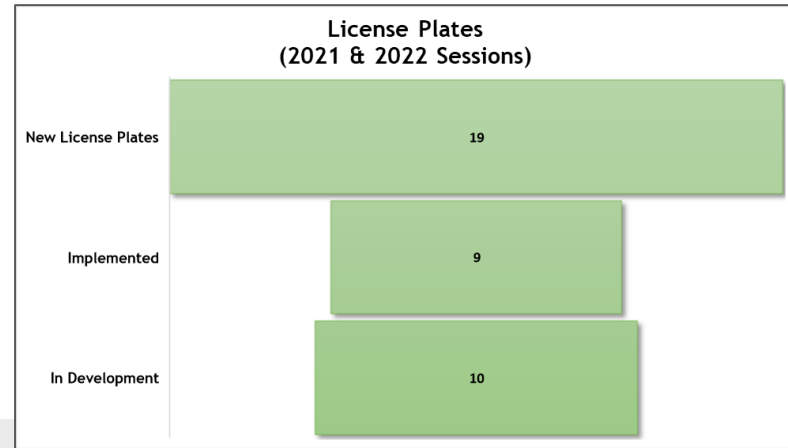
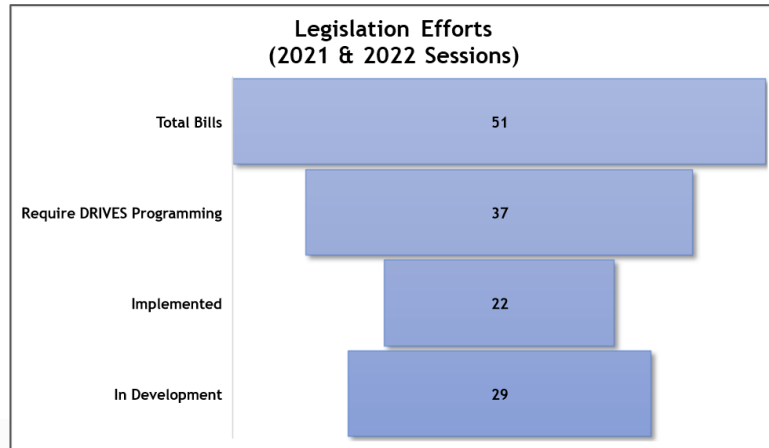
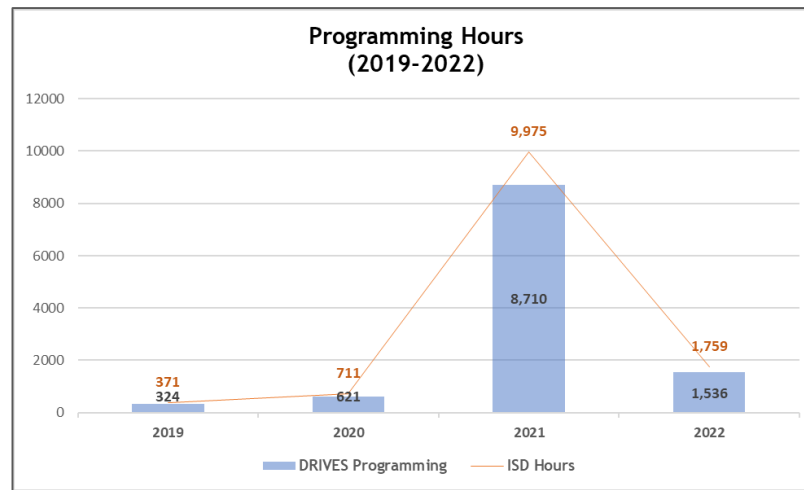
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@HOME DRIVING
KNOWLEDGE
TESTS

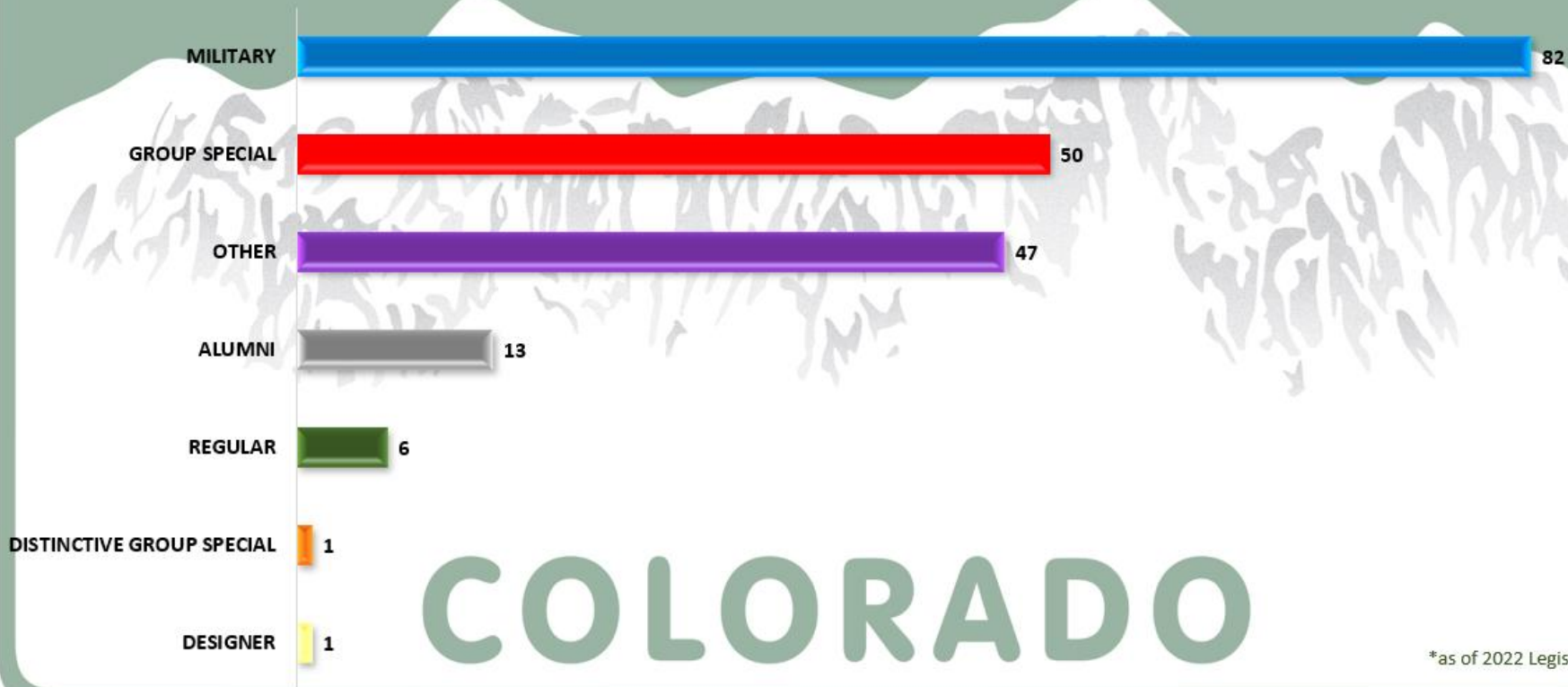
Legislation Update



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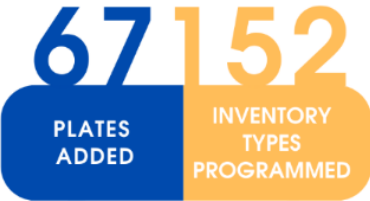
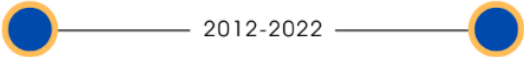
Colorado License Plate Types by Category (Total 200 License Plate Types)*



*as of 2022 Legislation



Colorado License Plates



DRIVES Update



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DRIVES Upgrade

DRIVES Upgrade in 2024-2025 will include:

- **Upgrades to existing transactions and services**
 - Enhancement to User and Customer Experience
 - Redesign & Enhance: MyDMV, E-Services, Security, E-Service Dashboard
- **This upgrade will also resolve a significant number of backlog tickets for fixes in the system**
- **~60k-75k hours anticipated development and testing**
- **Pre-Work to begin Mid-2024 with active development kicking off January 2025**
- **2023-2024 legislative implementation impact**

The Road Ahead



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- Digital Transformation
- Customer Accessibility
- Customer Experience
- Public Safety Education
- Recruitment & Retention



Any Questions?

Please Visit CDOR's Website:

CDOR.Colorado.gov

Contact:

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